

BROADBAND

WiFi Modem

E5832

User Guide



IS YOUR ACCOUNT ACTIVATED?

Pre-Paid Customers

First up, you need to activate your service:

CLICK

virginmobile.com.au/activate

NB: You'll need a different internet connection to activate online.

or CALL

1300 763 039

See page 8 for the final steps to get online.

Post-Paid Customers

Your service is already activated, so head to page 8 for the final steps to get online.

TOP SECRET NOTES

E-mail Address: _____@virginbroadband.com.au

E-mail Password: _____

Service Number:

0 4 _____

Account PIN: _____

See page 20 for tips on managing your account.

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WELCOME TO VIRGIN MOBILE!

Congratulations! That cool gadget you've got in your hands is going to let you take the internet with you, so you'll never have to miss a beat.

Your new modem is easy to connect. You don't have to waste time configuring advanced settings – simply plug it into a compatible computer and let the installer work its magic. You'll be surfing the web in no time, using the latest HSDPA wireless network technology (where available).

In addition to being a wireless USB modem, your new modem is also a Wi-Fi Router allowing you to connect up to three wireless devices to the internet! To use your modem wirelessly, follow the steps on page 12.

Features of your modem

- Easy installation, thanks to the Zero CD Plug 'N' Play software on the modem.
- Connect directly via USB or wirelessly via Wi-Fi.
- Rechargeable Li Battery.
- MicroSD Card Slot.
- Check your connection instantly with the built-in LED Display.
- Compatible with nearly all modern desktop and laptop computers equipped with Microsoft Windows or Apple OS X operating systems.

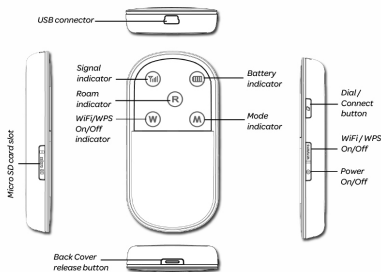
What's in the box?

- Modem and Li Battery.
- USB one port extension cable.
- User Guide with SIM card attached, if it's not already in the modem.

System requirements

- Standard USB interface.
- Windows XP Service Pack 2, Windows Vista.
- Mac OS X 10.4 and 10.5 with the latest updates installed.
- Wireless Network Adaptor if you intend using the wireless functionality.
- The hardware of your computer must meet or exceed the recommended system requirements for the installed version of OS.
- Display resolution: 800 x 600 or above.

GET TO KNOW YOUR MODEM



Screen indicator information

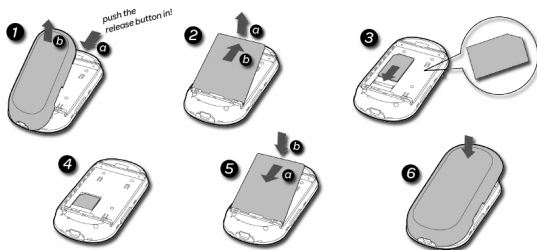
INDICATOR	STATUS
	• Visible, Steady and Red: (a) There is no SIM card installed, or, (b) the PIN code needs to be entered, or, (c) there is no signal. • Visible, Steady and Yellow: The signal strength is weak. • Visible, Steady and Green: The signal strength is strong.
	• Not Visible: Roaming is off. • Visible, Steady and Red: Roaming is on.

INDICATOR	STATUS
	• Not Visible: Wi-Fi is disabled. • Visible, Steady and Blue: Wi-Fi is enabled. • Fast Blinking and Blue: WPS is enabled.
	• Not Visible: No network service. • Fast Blinking and Green: Connecting. • Blinking and Green: 2G network registered. • Visible, Steady and Green: 2G data service connected. • Blinking and Blue: 3G network registered. • Visible, Steady and Blue: 3G data service connected.
	• Fast Blinking and Red: The battery power level is very low. The modem needs to be charged or it will shut down. • Visible, Steady and Red: The battery power level is low. • Visible, Steady and Green: The battery power level is high. • Blinking: The battery is being charged. If the indicator is Red, the battery level is too low to power on the modem. When the indicator turns Green, you can power on the modem.

USING YOUR MODEM

Inserting the SIM and battery

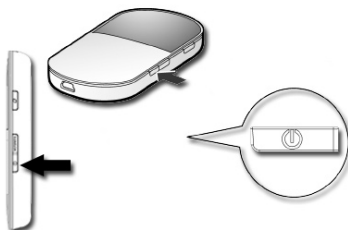
If your Virgin Mobile SIM Card and the Modem Battery are not already installed, follow the steps below.



Powering up your modem

Press and hold the power button until the indicators light up on the display screen.

(Note: Press and hold the power button to power the modem off.)



Connecting your modem to your computer

There are two ways to connect to the modem and through it, to the internet:

- Directly using the supplied USB Cable; or
- Wirelessly, using WiFi

1. Wired connection

1. Connect the Modem to your PC or Mac using the supplied USB cable.



Follow the relevant steps for your operating system to install the Virgin Mobile Software.

Software installation for Windows

- Make sure the modem is powered on.
- After connecting the modem's USB cable to your computer, the set-up software will run automatically.
- If the software does not run automatically, go to "My Computer", which should be located on your Windows desktop, and browse to the disk drive labelled "**VIRGINMOBILE**". Double-click on "**Autorun.exe**", to start the installation program.

1. Choose 'Install' and then click 'Continue'.

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2. Please read, and agree to, the Software Licence Agreement and leave the installation directory unchanged. The software will start installing, and a progress screen will be displayed.
 3. Once the software and drivers have installed, click 'Finish'.
 4. Your computer will now use the new software to properly configure your modem. An information balloon will pop up from your System Tray area to you when the process is finished. This process may take several minutes.
 5. When the install is finished the Virgin Mobile connection software will start.
 6. Click 'Connect'. Open your Internet browser (e.g. Internet Explorer).
 7. You are now connected to the Internet and ready to start surfing!

If you'd prefer step by step instructions with some handy images for reference, visit our online FAQ's for more help:

virginmobile.custhelp.com

Software installation for Apple OS X

1. Make sure the modem is powered on.
2. After connecting the USB Modem using the supplied USB cable, the disk on the modem will automatically open.
3. Under 'Install' or 'Run Program', double-click on 'Virgin Mobile' to begin the installation process.
4. Please read and agree to the Software Licence Agreement and click 'Continue' to proceed.

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5. If you agree to the terms of the Software Licence Agreement, click 'Agree' to proceed.
 6. Select the disk drive where you want to install the Virgin Mobile connection software and click 'Continue'.
 7. Choose 'Easy Install'.
 8. You'll be prompted for an administrator password to allow the software package to be installed. In most cases this will simply be the password you use to log onto the computer. Click 'OK' to continue.
 9. When you see the message "The software was successfully installed", click 'Close' to finish.
 10. Your computer will now start the Virgin Mobile connection software which is already configured for the Virgin Mobile network.
 11. Click the 'Connect' button. Open your Internet browser (e.g. Safari).
 12. You are now connected to the Internet and ready to start surfing!

If you'd prefer step by step instructions with some handy images for reference, visit our online FAQ's for more help:

virginmobile.custhelp.com

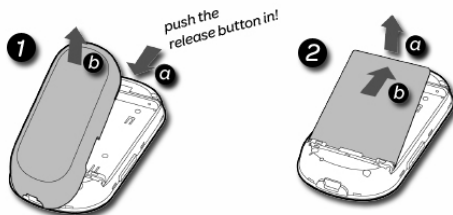
2. Wireless connection

NOTE: Your computer must have a Wireless Network Card or adapter in order to connect wirelessly.

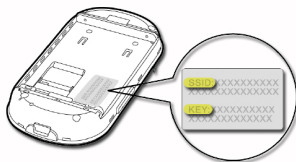
- The modem has a built in wireless router and allows you to connect wirelessly to the Modem, and through it, to the internet.
- Your modem's WiFi is switched off by default. To switch it on simply press the 'WiFi/WPS On/Off' Button and then follow the steps below to set-up your computer.
- The wireless connection is secured by a pre-configured, randomly generated, 13-digit, 128-bit, WEP (Wireless Equivalent Privacy) passkey.

To be able to connect wirelessly, you'll need to follow the steps below:

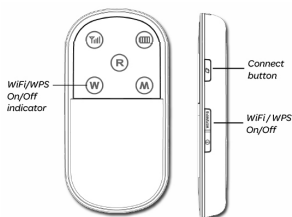
1. Power off your modem. (Press and hold the power button).
2. Remove the back cover and battery from the modem.



3. Find and write down the **SSID** and **WEP** Key from the label.



4. Re-insert the battery and replace the back cover.
5. Power on the modem by pressing and holding the power button.
6. Make sure that your Wi-Fi is turned **On** and that your modem has established a **Connection** to the network.



7. Follow the relevant steps below for your operating system to connect wirelessly.

Wireless configuration for Windows XP

1. From the Windows **'Start'** menu, select **'Control Panel'**.
2. Click **'Switch to Classic View'** in the top left of the screen (if this is not already your default view).
3. Double click **'Network Connections'**.
4. Right click **'Wireless Network Connection'** and then click **'View available wireless networks'**.
A list of available wireless networks will be displayed.
5. Double-click or click **"connect"** on the **"virginmobile"** connection.
6. You'll be prompted for the **'Network key'**.
7. Enter the key in both fields and click **'Connect'**.
8. After approximately a minute the message **'Connected'** will display in the dialog box and an icon will appear in the Windows XP notification area.

If you'd prefer step by step instructions with some handy images for reference, visit our online FAQ's for more help:
virginmobile.custhelp.com

Wireless configuration for Windows Vista

1. Click **'Start'**, then **'Control Panel'**.
2. There are two view options on left of the Control Panel screen; **'Control Panel Home'** and **'Classic View'**. Select **'Control Panel Home'** if it's not already selected.
3. Click **'Network and Internet'**.

- 
4. Click **'Network and Sharing Center'**.
 5. Under the **'Tasks'** list on the left, click **'Connect to a network'**.
 6. A new window will pop up. Find the **'virginmobile'** connection from the list and double-click on it.
 7. A new window will pop up. Type in the WEP key and click **'OK'**.
 8. After approximately a minute the message **'Connected'** will display in the dialog box and an icon will appear in the Windows Vista notification area.

If you'd prefer step by step instructions with some handy images for reference, visit our online FAQ's for more help:

virginmobile.custhelp.com

Wireless configuration for Apple OS X 10.4

If you already use Apple airport, the airport icon will likely appear on your menu bar.

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1. Click 'Apple', then 'System Preferences'.
 2. Double click 'Network'.
 3. If 'By default, join:' is set to 'Automatic', change it to 'Preferred Networks'.
 4. Double click the 'virginmobile' connection to configure security on.
 5. The wireless security box will appear, select 'WEP 40/128-bit ASCII' as the 'Wireless Security' type.
 6. Type in the WEP key and click 'Ok'.
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7. Make sure 'Show AirPort status in menu bar' is ticked and click 'Apply Now'.
 8. Turn AirPort on/off from the top Menu Bar and it will connect automatically.

If you'd prefer step by step instructions with some handy images for reference, visit our online FAQ's for more help:

virginmobile.custhelp.com

Wireless configuration for Apple OS X 10.5

If you already use Apple airport, the airport icon will likely appear on your menu bar.

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1. Click 'Apple', then 'System Preferences'.
 2. Double click 'Network'.
 3. Select 'AirPort' from the options on the left. Then click on the 'Turn AirPort On' button.
 4. Scroll through and find the 'virginmobile' connection next to 'Network Name'.
 5. Click on the 'Advanced' button if it's not listed...
 6. Make sure the 'virginmobile' connection is listed as the first entry. If its not, click the + button to find and add it.
 7. The 'Add Network' dialogue will appear.
 8. Complete the following details:
 - Network Name: 'virginmobile'
 - Security type: 'WEP Password'
 9. Type in the WEP key and click 'Add'.
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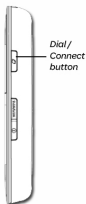
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10. Click 'OK' to complete.

11. Turn AirPort on/off from the top Menu Bar and it will connect automatically.

If you'd prefer step by step instructions with some handy images for reference, visit our online FAQ's for more help:
virginmobile.custhelp.com

Accessing the Internet



To connect to the internet,
press the **dial/connect** button

OPTIONAL: Changing the default wireless SSID and WEP key

Your USB Modem comes pre-configured with an SSID and a randomly generated WEP key to allow you to use the wireless functionality out of the box without much effort.

If, however, you'd rather configure your own wireless settings, you can do so through the

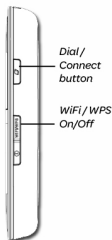
Web Management Page:

- Start the Internet browser and enter **192.168.1.1** in the address bar.
- The default username is: Admin
- The default password is: admin

Note: The Web Management Page will only be accessible if the modem is connected to your PC wirelessly.

Run through the setup wizard to configure your own wireless settings.

Changed something you shouldn't have?



No dramas! Just restore your modem to its Factory Defaults:

Press and hold the **WIFI/WPS** and **CONNECT** buttons at the same time until all the indicators switch off.

Note: All personal configuration settings and web-based management settings and parameters will be restored to their default values.

YOUR FIRST CONNECTION

The first time you connect, you'll be taken to a special page to register your broadband service.

Enter your first and last names and set up your primary Virgin Broadband email address, which we'll use to contact you from time to time.

Make a note of this email address & password – you'll need them to check your usage.

You can delete, edit and manage your existing email addresses or create up to 4 new ones through the following page:

mybroadbandusage.virginbroadband.com.au.

Your username and password are the same as for your primary email account.

Setting up your e-mail

You can access your email account through our web mail page at: **webmail.virginbroadband.com.au** Simply enter your Username (including the @virginbroadband.com.au bit) and Password to start emailing. You can access your email account from any Internet connection on any computer.

Alternatively, you can configure your account to be used through an email client like Outlook or Apple Mail, by using the basic settings below:

Account Type	POP3
Incoming Mail server	mail.virginbroadband.com.au
Outgoing Mail server	smtp.virginbroadband.com.au
Account Name	Your full email address (username@virginbroadband.com.au)
Password	The password you created with the email address.

If you need specific, step by step instructions for any particular email program, visit our online FAQ's for detailed help: **virginmobile.custhelp.com**

MANAGING YOUR ACCOUNT

Checking your data usage & topping up your account

To check your usage, go to **mybroadbandusage.virginbroadband.com.au** and log in using your full Virgin Broadband email address and password.

Need more data?

If you're getting a bill each month, you can top-up by logging into My Account (**virginmobile.com.au/myaccount**) with your service number & 6-digit PIN. The top-up will be added to your next bill.

Also, if you haven't already set up direct debit, we fully recommend it! Just fill out the enclosed form and pop it in the post. Or, to set it up on a credit card, just give us a call on **1300 555 100**.

If you're on Pre-Paid you can recharge online anytime:

- a. Log in at **virginmobile.com.au/myaccount** with your service number and the 6-digit PIN you picked when activating the service.
- b. Got a voucher or recharge card? Enter the 12 digit number.
- c. Got a credit card? Enter your credit card details & choose your amount.

The credit will appear on your account within 15 minutes.

Using webmail

To use the Virgin Broadband Webmail service, go to **webmail.virginbroadband.com.au** and log in with your full Virgin Broadband email address and email password.

Checking your account details

To check your account details, go to **virginmobile.com.au/myaccount** and log in with your Virgin Broadband Service Number and the 6 digit PIN you set up when you opened the account.

Managing your email address

You can delete, edit and manage your existing email addresses or add new ones through the following page: **mybroadbandusage.virginbroadband.com.au**.

Log in by using your full Virgin Broadband email address and email password.

If you'd prefer step by step instructions with some handy images for reference, visit our online FAQ's for more help: **virginmobile.custhelp.com**

EQUIPMENT INFORMATION

SIM card information

- To prevent damage from an electronic discharge (e.g. static electricity) please do not touch the gold SIM card connectors. As a precaution, always make sure that your USB Modem is in your hand before inserting or removing the SIM card.
- You should avoid removing the SIM card where possible, as it may damage it or the modem.
- Only a Virgin Mobile SIM card will work in your Modem.
- If you remove the SIM, your Modem will not find the network.
- If the SIM is not properly inserted, you'll see the following error message. "Remove and re-insert the SIM and try again."
- To replace the SIM, unplug the Modem first.

Detailed modem technical specifications

Chip Platform	MSM7225
Form	Modem
Operating Frequency (3G)	HSUPA/HSDPA/UMTS 2100/900MHz
Operating Frequency (2G)	GSM/GPRS/EDGE 850/900/1800/1900MHz
Speed	HSUPA 5.76Mbps; HSDPA 7.2Mbps
Interface	USB 2.0 high speed
Dimensions	95 mm × 48 mm × 13 mm
Weight	90g
Receive Diversity	HSUPA/HSDPA/UMTS 2100/900MHz
MicroSD card slot	Yes (Up to 32GB)
Equalizer	Yes

Wi-Fi	802.11.b/g
Encryption	WEP, WPA, WPA2
OS	Windows 2000 SP4 / XP SP2 / Vista / Mac OS X 10.4 and 10.5 with latest upgrades

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No warranty

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BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR
CONSEQUENTIAL DAMAGES, OR LOST PROFITS, BUSINESS,
REVENUE, DATA, GOODWILL OR ANTICIPATED SAVINGS.

Safety Information

Please read the safety information carefully to ensure the correct
and safe use of your wireless device.

Interference

Do not use your wireless device under circumstances where use
of such devices are explicitly prohibited or where its use may cause
danger or interference with electric devices.

Medical devices

- When using your wireless device take care to follow the rules
and regulations set forth by hospitals and health care facilities
where applicable.
- Some wireless devices may affect the performance of
hearing aids. For any such problems, consult your hearing
aid service provider.
- If you are using an electronic medical device, consult your doctor
or device manufacturer to confirm whether the radio waves
emitted by the modem may affect its operation.



Inflammables and explosives

To prevent explosions and fires, do not use your wireless device in areas where inflammable and explosive devices may be stored. These areas include but are not limited to the following:

- Petrol stations
 - Fuel depots (such as the bunk below the deck of a ship)
 - Containers/Vehicles for storing or transporting fuels or chemical products
 - Areas where the air contains chemical substances and particles (such as granule, dust, or metal powder)
 - Areas indicated with an “Explosives” sign
 - Areas indicated with a “Power off bi-direction wireless equipment” sign
 - Areas where you are generally advised to stop the engine of a vehicle.
- 

Motor vehicles and aircraft

- Observe local laws and regulations while using the wireless device. To prevent accidents, do not use your wireless device while driving.
- Radio Frequency signals may affect electronic systems used in motor vehicles. For more information, consult the vehicle manufacturer.
- While in a motor vehicle, do not place the wireless device over the air bag or in the air bag deployment area. In the event of deployment of the air bag, the wireless device may cause injury due to the extreme forces at play.
- Observe the rules and regulations of airline companies. When boarding and aircraft, switch off your wireless device. Radio

signals emitted by the wireless device may interfere with the aircraft's electrical systems.

Child safety

Do not allow children to use the wireless device without guidance. Small and sharp components of the wireless device may endanger children or cause suffocation if swallowed.

Environment protection



This symbol on the device (and any included batteries) indicates that they should not be disposed of as normal household garbage. Do not dispose of your device or batteries as unsorted municipal waste. The device (and any batteries) should be handed over to a certified collection point for recycling or proper disposal at the end of their life.

For more detailed information about the recycling of the device or batteries, contact your local city office, the household waste disposal service, or the retail store where you purchased this device.

The disposal of this device is subject to the Waste from Electrical and Electronic Equipment (WEEE) directive of the European Union. The reason for separating WEEE and batteries from other waste is to minimize the potential environmental impacts on human health of any hazardous substances that may be present.

Accessories

Only use accessories supplied by the manufacturer. Using accessories from other manufacturers or vendors with this model will invalidate any applicable warranties and/or result in damage to the device and/or pose a safety risk.

Battery and charger

- Unplug the charger from the electrical plug and the modem when not in use.
- The battery can be charged and discharged hundreds of times before it eventually wears out. When the standby time and the operational time are noticeably shorter than when you first used the modem, replace the battery.
- Only use the AC power supply defined in the specifications for this modem. An improper power voltage may cause a fire or a malfunction of the charger.
- Do not connect two poles of the battery with conductors, such as metal materials, keys, or jewellery. Doing so may short-circuit the battery and cause damage and/or bodily injury.
- Do not disassemble the battery or solder the battery poles. This may lead to electrolyte leakage, overheating, fire, or explosion.
- In the event of electrolyte leakage from the battery, ensure that the fluid does not touch your skin or eyes. In the event of skin or eye exposure to the battery fluid, wash your eyes with clean water immediately and consult a doctor.
- If the battery becomes deformed, discoloured, or overheats while you charge or store it, remove it immediately and refrain from any further use. This may lead to battery leakage, overheating, explosion, or fire.
- If the power cable is damaged, or the plug becomes loose, stop using the cable immediately. This may lead to you receiving an electric shock, a short circuit of the charger, or a fire.
- Do not dispose of batteries in fire as they may explode. Batteries may also explode if damaged.

Laws and regulations

Observe laws and regulations when using your wireless device.
Respect the privacy and legal rights of others.

Care and maintenance

It is normal for your wireless device to get hot during operation.

Before you clean or maintain the wireless device, stop all applications and disconnect the wireless device from your computer.

- Use your wireless device and accessories with care and in a clean environment. Keep the wireless device away from fires, lit cigarettes and other direct flame sources.
- Protect your wireless device and accessories from water and vapour and keep them dry.
- Do not drop, throw or bend your wireless device.
- Clean your wireless device with a piece of damp, soft, anti-static cloth. Do not use any chemical agents (such as alcohol and benzene), chemical detergent, or powder when cleaning.
- Do not leave your wireless device and accessories in a place with a considerably low or high temperature.
- Only use accessories approved by the manufacturer. Contact an authorised service centre to address any abnormalities with the wireless device or accessories.
- Do not dismantle the wireless device or accessories. This will void the warranty.

Emergencies

This wireless device functions by receiving and transmitting radio signals. Therefore, the connection cannot be guaranteed in all conditions. In an emergency, you should not rely solely on the wireless device for essential communications.

Specific absorption rate (SAR)

Your wireless device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for wireless devices is 2.0 W/kg and the highest SAR value for this device when tested complied with this limit.

Body worn operation

Important safety information regarding radiofrequency radiation (RF) exposure:

- To ensure compliance with RF exposure guidelines, this device must be used with a minimum of 2.5 cm separation from the body.
- Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

REACH declaration

This device is compliant with the REACH Regulation (Regulation No 1907/2006/EC). For more information about the REACH compliance of the device, please visit **huaweidevice.com/certification**. Please visit the website regularly for up-to-date information.

EU regulatory conformance

Hereby, Huawei Technologies Co., Ltd. declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. For more information about the regulatory conformance of the device, please visit **huaweidevice.com/certification**. Please visit the website regularly for up-to-date information.

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GOT A QUESTION WE HAVEN'T ANSWERED HERE ?

- Try **virginmobile.custhelp.com** or
- Email **virginmobile.com.au/contactus**
- Virgin Mobile stores are dotted around Oz – check online for your nearest
- Old school mail can be addressed to:

**Virgin Mobile
Locked Bag 17
Royal Exchange NSW 1225
Or Reply Paid 68456 NSW 2001**

When you connect to Virgin Mobile, we need to collect personal information from you. We follow strict guidelines to keep your details safe. You can read these online at **virginmobile.com.au**. Just click on 'Privacy Policy' at the bottom of the Home Page.

